SolarWinds

FTP Voyager JV
User Guide



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Unexpected Simplicity

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You can contact SolarWinds in a number of ways, including the following:

Team	Contact Information
Sales	1.866.530.8100 http://www.solarwinds.com/
Technical Support	http://www.solarwinds.com/support (you need a customer account to access the Customer Support area of the website.)
User Forums	http://www.thwack.com/

Conventions

The documentation uses consistent conventions to help you identify items throughout the printed and online library.

Convention	Specifying
Bold	Window items, including buttons and fields
Italics	Book and CD titles, variable names, new terms
`Fixed font`	File and directory names, commands and code examples, text typed by you

Straight brackets, as in [value]	Optional command parameters
Curly braces, as in {value}	Required command parameters
Logical OR, as in value1|value2	Exclusive command parameters where only one of the options can be specified

FTP Voyager JV documentation library

The following documents are included in the FTP Voyager JV documentation library:

Document	Purpose
User Guide	Provides detailed setup, configuration, and conceptual information.
Release Notes	Provides late-breaking information, known issues, and updates. The latest Release Notes can be found at http://www.solarwinds.com.



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FTP Voyager JV overview

FTP Voyager JV is a full-featured, Java-based transfer client based on the award-winning FTP Voyager product from SolarWinds. It is distributed by a licensed Serv-U File Server to provide a familiar, powerful way to transfer files for all users of the file server.

Some important features of FTP Voyager JV include the following:

- FTP Voyager JV only requires the Java Runtime Environment. No installation is required.
- Operates using the HTTP protocol for easy firewall configuration.
- Supports SSL encrypted communication using HTTPS.
- Provides thumbnail view of remote images that minimizes bandwidth usage.
- Maintains timestamps of transferred files.
- Provides easy drag and drop file transfers between local and remote panes.
- Supports multiple concurrent transfers for fast delivery of files.
- Supports a customizable appearance, providing a sense of familiarity between applications.
- Provides easy management of transfers through a Transfer Queue.
- Provides the ability to resume transfers.
- Provides a view of different parts of the same file system simultaneously by using the docking framework.
- Supports user customizable workspaces.
- Provides preview image files (JPG, PNG, GIF, and many more).
- Supports storing login files to disk for easier launching.
- Supports searching for files and directories.

Chapter 1: Layout

This topic provides information about the user interface of FTP Voyager JV, and about the panes available in the user interface. The information is organized into the following sections:

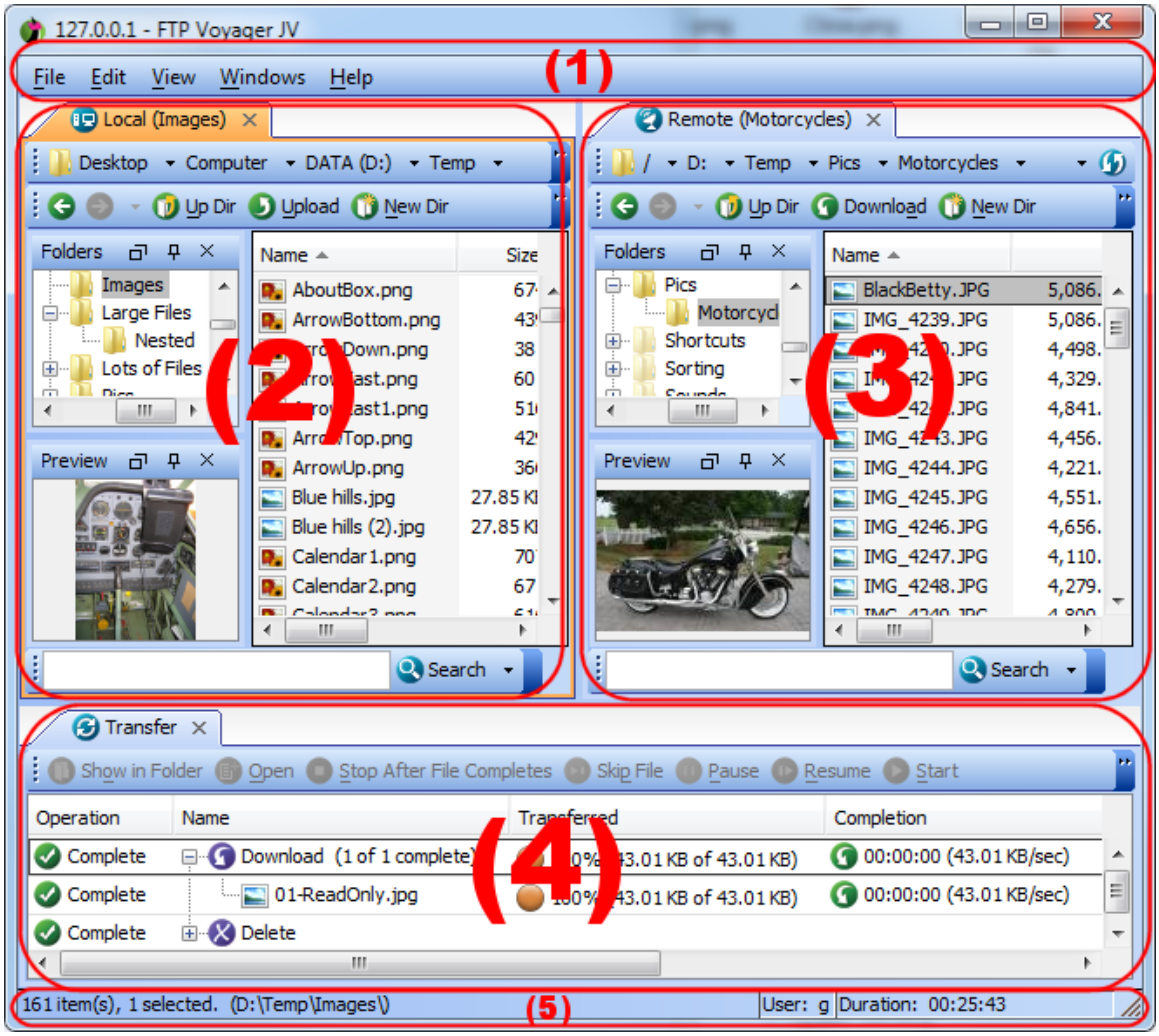
- Application overview
- Local pane and remote pane overview
- Tree pane overview
- Preview pane overview
- List pane overview
- Transfer pane overview
- Status bar overview

Application overview

The user interface of FTP Voyager JV makes it easy to navigate a file system. By using a familiar and simple layout you can quickly begin to navigate through the file system. A significant addition to the layout is the docking framework. Through the docking framework, you can look at two different parts of the same file system. You can also change the location of the frames and toolbars that can be docked, and this way you can create a customized workspace. This creates an intuitive file transfer client tailored to each user of Serv-U.

Initial layout

FTP Voyager JV initially starts up with a layout similar to the one shown in the following image:



- The main menu is initially located at the top of the application window. It contains all the actions that FTP Voyager JV can perform.
- The local pane is initially located at the top left side of the application window. It shows the local file system of the client.

- The remote pane is initially located at the top right side of the application window. It shows the remote file system of the server.
- The transfer pane is initially located at the bottom of the application window. It shows the transfers between the client and server.
- The status bar is located at the bottom of the application window. It shows dynamic descriptions of buttons and actions of FTP Voyager JV, and it also shows local and remote listing information, such as the number of files or folders, and the number of selected files or folders.

Local pane and remote pane overview

You can navigate through a file system by using the local and remote panes. Each pane has a similar layout which provides for a comfortable transition between the two file systems. The panes also inherit the functionality of the docking framework, so that you can customize the layout of each pane. Each local pane shows the contents of the local file system of the client, and each remote pane shows the contents of the remote file system of the server.

Note: The file name extensions in the local panes are displayed according to the operating system settings. To change the way the file name extensions are displayed, configure your operating system settings.

From the local and remote panes, you can perform the following actions:

- Navigate through directories, viewing their contents
- Create new directories
- Delete directories and files
- Rename directories and files
- View detailed properties of directories and files
- Copy or move files from one directory to another
- Transfer files between the local and remote file systems
- Display thumbnail images of supported file types

- Preview the contents of supported file types
- Search for files, folders, or both

Initial layout

The panes initially consist of the following components:

- The navigation bar shows the current working directory using a crumb to represent each directory in the path. You can also type in an absolute path to navigate within this toolbar.
- The local or remote toolbar shows the actions that can be performed on directories and files. You can customize the toolbar by right-clicking and toggling the visible state of each button.
- The tree pane shows the folders of the corresponding file system as a tree structure.
- The preview pane shows a preview of the file selected from the listing.
- The list pane shows the file listing of the current working directory.
- The search bar shows the controls that can be used to perform a search through the current working directory.

Tree pane overview

The tree pane is initially displayed in the upper-left corner of the local or remote pane, above the preview pane. It displays the folders of the corresponding file system as a hierarchy. This makes it easy to understand how the file system is laid out.

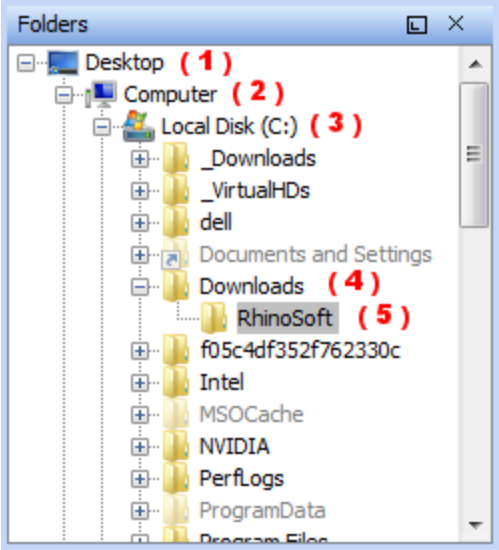
You can perform the following file system management activities in the tree pane:

- Create directories
- Delete directories
- Rename directories
- Open directories to view their contents

- View the properties of directories
- Copy or move directories to another location
- Transfer directories to the other file system

The following screen capture uses the sample path `C:\Downloads\RhinoSoft` to illustrate how the tree breaks down the folder structure:

(1) Desktop | (2) Computer | (3) C: | (4) Downloads | (5) RhinoSoft



Preview pane overview

The preview pane is initially located in the lower left corner of the local or remote pane, below the tree pane. It displays a preview of the file that is selected from within the list pane. This is useful when it is more efficient to preview an image file without downloading the original. When the preview pane is not docked, you can adjust its size. Resizing the preview pane also adjusts the size of the image being previewed.

You can preview the following file types in the preview pane:

- JPG/JPEG
- GIF

- PNG

List pane overview

The list pane is initially displayed to the right of the local or remote pane. It displays all the files and directories of the current working directory.

You can perform the following file system management activities in the list pane:

- Create directories
- Delete directories and files
- Rename directories and files
- Open directories to view their contents
- Open files
- View the properties of directories and files
- Copy or move directories and files to another location
- Transfer directories and files to another file system

The directory contents in the list pane are displayed in one of the following views:

- **Large Icons:** Displays the file names along with an appropriate large icon determined by the file type.
- **Small Icons:** Displays the same information as large icons, except using a smaller icon.
- **List:** Displays the same information as small icons, but scrolling horizontally to display additional files.
- **Details:** The traditional view used by Windows Explorer to display additional information about each file.
- **Thumbnails:** Displays the file names along with a preview of supported image types.

The Details view contains the following columns that display information about each file:

- **Name:** Shows the display name of the file or directory.
- **Size:** Shows the size of the file or directory.
- **Type:** Identifies the file type as registered with the operating system of the client.
- **Modified:** Shows the last date when the file was modified.

The Thumbnail view can display each file as a thumbnail representation of itself. If the file does not produce an image of itself, then the Large Icon is used instead. For more information about the different sizes available for thumbnails, see View menu.

Transfer pane overview

The transfer pane is initially displayed at the bottom of the application window. The transfer pane shows status information for all file transfers. By default, transfers are removed from this pane if they are completed, canceled, or interrupted. However, you can configure FTP Voyager JV to leave entries in the transfer pane until they are removed manually. You can use the following file transfer management features in the transfer pane:

- Stop the selected transfer after the current file is complete
- Move on to the next file for the selected transfer
- Pause the selected transfer
- Resume the selected transfer
- Cancel the transfer
- Remove the transfer from the list
- Cancel all transfers that are in the list
- Remove all transfers from the list

The transfer pane contains columns showing information about the transfer.

These columns are the following:

- **Operation:** Displays the current state of the transfer. At any time, the state of the transfer can change. The transfer can be in the following states:
  - **Stopped:** The transfer item has been stopped. This can be the result of selecting the Stop After File Completes option.
  - **Paused:** The transfer item has been paused. This can be the result of selecting the Pause option.
  - **Skipped:** The transfer item has been skipped. This can be the result of selecting the Skip option.
  - **Pending:** The transfer item is pending; a worker thread will eventually carry out the operation for this item.
  - **Waiting:** The transfer item is waiting for the user to start the operation. When it is started, the item will be put into the pending state.
  - **Listing:** The transfer item is performing a listing for a directory item.
  - **Downloading:** The transfer item is being downloaded from its source path to its destination path.
  - **Uploading:** The transfer item is being uploaded from its source path to its destination path.
  - **Deleting:** The source path of the transfer item is being deleted.
  - **Cancelled:** The transfer item has been canceled.
  - **Confirming:** The transfer item has encountered a condition which requires user input.
  - **Error:** The transfer item has encountered an error which requires user input.
  - **Complete (Green Icon):** The transfer item and all its nested operations are complete.
  - **Complete (Yellow Icon):** The transfer item has performed all operations, but some items within may not have been completed.
- **Name:** Displays the name for each transfer item.
  Note: Each transfer item is located within a transfer group. The transfer

group and nested directories can be expanded by pressing the expansion graphic (for example, a "+" sign on a Windows operating system) located in front of the name. Each transfer group has an icon to easily identify its operation. These icons are the following:

- Upload
- Download
- Delete

- **Transferred:** Displays the progress for the current file being transferred. It displays the total size of the file as well as how much of the file has already been transferred in actual bytes as well as a percentage with a visual progress indicator.
- **Completion:** Shows the transfer rate and the estimated amount of time until transfer completion. The estimated time is displayed in the format of HH:MM:SS where "HH" represents hours, "MM" represents minutes, and "SS" represents seconds. The transfer also displays one of two icons to indicate whether the transfer is an upload or download:
  - Uploading
  - Downloading
- **Source Path:** Displays the complete path for the source file that is currently being transferred.
- **Destination Path:** Displays the complete path for the destination file that is currently being transferred.

Status bar overview

The status bar is located at the bottom of the main application window. It can show descriptions for various actions of FTP Voyager JV, the name of the currently connected user account, secure connection identifier, and the elapsed time for this session.

- **Status Area:** Dynamically updates to show extended information about buttons and actions. It also shows the number of files and number of selected files in the active local or remote pane.
- **User:** Shows which user account is active in FTP Voyager JV.
- **Secure Connection:** Shows an icon and text if FTP Voyager JV is using a secure connection to Serv-U.
- **Duration:** Displays the elapsed time for this session of FTP Voyager JV.

Chapter 2: Main menu

This topic contains information about the main menu of FTP Voyager JV, and provides information about each menu item. The information is organized into the following sections:

- Main menu overview
- File menu
- Edit menu
- View menu
- Windows menu
- Help menu

Main menu overview

The main menu is located at the top of the application window. It provides access to all of the operations and features of FTP Voyager JV. Some operations can also be performed using keyboard shortcuts. If an operation supports a keyboard shortcut, it is displayed at the end of the corresponding menu entry.

The main menu is divided into the following categories:

- File menu
- Edit menu
- View menu
- Windows menu
- Help menu

File menu

New Local Browser

Creates a new dockable frame that is associated with the local file system.

New Remote Browser

Creates a new dockable frame that is associated with the remote file system.

New Folder

Creates a new directory under the current working directory of the active pane.

Open

Opens the directory in the active pane or attempts to open the file with the default program of the system for the file extension.

Delete

Permanently deletes the selected items in the active pane.
Note: Depending on your settings, FTP Voyager JV may request a confirmation of the action before the deletion occurs.

Rename

Allows file and folder names to be edited in the active pane.

Properties

Launches a window that shows the properties of the selected items of the active pane.

Upload Files

Initiates a file transfer that copies the selected items in the active local pane to the file server. If more than one remote browser window is currently open, a window is displayed where you can choose the appropriate destination.

Note: The server retains the directory tree structure of any client files that may be directories.

Download Files

Initiates a file transfer that copies the selected items in the active remote pane to the local file system. If more than one local browser window is currently open, a window is displayed where you can choose the appropriate destination.

Note: The client retains the directory tree structure of any server files that may be directories.

Stop Remote Directory Listing

If a directory listing is pending on the server, this option terminates the listing without waiting for it to finish.

Note: This action is only available while a remote directory listing is in progress. Remote directory listings may take a long time to complete, especially if the file server is accessing resources across a network. Certain commands cannot be executed until FTP Voyager JV receives a remote directory listing or the directory listing has been canceled.

Synchronize Folders

Opens the Synchronize Folders window, where you can view inconsistencies between two directories whose files should match.

Lock Navigation

Locks the navigation of a source listing to a target listing. When navigation is locked, navigating through the directory of one of the listings automatically updates the other.

Unlock Navigation

Removes the lock navigation information from the source and target listings.

Save Login

Opens the Save Login window, where you can save a file with your login credentials to the client machine. When the credentials are saved, you can

log in to this server by opening the saved file.
Note: Saving passwords to files could pose a security risk.

Change Password

Opens the Change Password window, where you can change the password for your user account.
Note: This option is only available if the administrator allows users to change their password.

Exit

Closes FTP Voyager JV and optionally logs out the current user account from Serv-U.
Note: If you are logged in to FTP Voyager JV using an administrator account, logging out of Serv-U may not be recommended. Logging out will also log out the instance of the Management Console, requiring another login before returning to the Management Console from within the browser.

Edit menu

Select All

Selects all rows of the active list pane.

Invert Selection

Reverses the selection state of each row of the active list pane. Therefore, any rows not selected become selected and any rows selected become deselected.

Preferences

Opens the Preferences window, where you can configure various options in FTP Voyager JV. The Preferences window has several options that you can change to suit individual needs.

The Preferences window consists of the following pages:

- General preferences
- Preferences: Toolbars
    - Main Toolbar
    - Local Toolbars
    - Remote Toolbars
    - Transfer Toolbar

View menu

Theme

Provides alternate skins that can be applied to FTP Voyager JV. There are several custom styles available, including a style that reflects the operating system that FTP Voyager JV is running on.

Toolbars

Toggles the visibility of the various toolbars that are located throughout the application.

Panes

Toggles the visibility of the dockable panes that are located on the local and remote panes.

- Tree Pane: Toggles the visibility of the Tree Pane.
- Preview Pane: Toggles the visibility of the Preview Pane.

Large Icons

Changes the view to display large icons of the files and folders in the active pane.

Small Icons

Changes the view to display small icons of the files and folders in the active pane.

Details

Changes the view to display detailed information of all the files and folders in the active pane. In addition to showing the file name, detailed listings also show the file size, the file type, and the modification date and time.

Thumbnails

Thumbnails are displayed in the list pane. You can change the size of the thumbnails by selecting a predefined size that is listed here. Thumbnails are only retrieved and displayed for recognized image types. Otherwise, a large icon is displayed for the item. The predefined sizes are the following:

- 75 x 75
- 100 x 100 (Default)
- 150 x 150
- 200 x 200
- 250 x 250

Back

Navigates back one entry in the navigation history of the active pane.

Forward

Navigates forward one entry in the navigation history of the active pane.

Up One Level

Navigates to the parent directory of the current directory in the active pane.

Refresh

Retrieves an updated directory listing for the active pane.

Windows menu

Close

Closes the active pane. **Note:** Closing the active pane updates the frame list.

Auto Hide

Changes the state of the active pane to become a hidden pane attached to the application window. The hidden pane can be shown by hovering the mouse over the tab assigned to the pane.

Dockable

Changes the state of the active pane to a dockable frame that is attached to the application window. This is the default state of window panes in FTP Voyager JV.

Floating

Changes the state of the active pane to a floating frame that is detached from the application window.

Auto Hide All

Changes all frames to an Auto Hide state.

Close All Frames

Closes all frames for the application.

Frame List

Contains all the frames that are active for this session. The menus are dynamically updated in accordance with the frames that have been created and destroyed. Selecting a frame from this list makes it active in the application.

Windows

Displays the Activate Window dialog where you can activate frames within the application.

Help menu

Help Context

Launches the online help documentation within the default web browser.

User Manual

Launches the online user guide within the default web browser.

About FTP Voyager JV

Launches the About window of FTP Voyager JV. The About window contains important product information.

It has the following two pages:

- **Program Information:** Contains information about the FTP Voyager JV version, build date, and contact information.
- **Computer Information:** Contains information about the operating system and Java installation of the computer. Click **Copy to clipboard** to copy this information to the clipboard for submission to technical support.

Chapter 3: Toolbars

This topic contains information about the toolbars of FTP Voyager JV, and provides information about each item. The information is organized into the following sections:

- Main toolbar overview
- Main toolbar actions
- Local and remote navigation bar overview
- Local and remote navigation bar actions
- Local and remote toolbars overview
- Local and remote toolbar actions
- Local and remote search bar overview
- Local and remote search bar actions
- Transfer toolbar overview
- Transfer toolbar actions

Main toolbar overview

The main toolbar provides a quick way to perform common actions for the application. The main toolbar is initially located directly below the main menu. It is hidden by default.

To show the toolbar:

1. Go to **View > Toolbars**.
2. From the Main Menu, select **Main**.

Main toolbar actions

This topic provides information about the actions that you can perform on the main toolbar.

Preferences

Opens the Preferences window where you can configure various options in FTP Voyager JV. The Preferences window has several options that you can change to suit individual needs.

The Preferences dialog consists of the following pages:

- General
- Toolbars
    - Main Toolbar
    - Local Toolbars
    - Remote Toolbars
    - Transfer Toolbar

Context

Launches the online help documentation within the default web browser.

User Manual

Launches the online user guide within the default web browser.

About

Launches the About dialog of FTP Voyager JV. The About dialog contains important product information.

It has the following two pages:

- **Program Information:** This page contains information about the FTP Voyager JV version, build date, and contact information.

- **Computer Information:** This page contains information about the operating system and Java installation of the computer, which you can copy to the clipboard for submission to technical support by clicking **Copy to clipboard**.

Exit

Closes FTP Voyager JV and optionally logs out the current user account from Serv-U.

Note: If you are logged in to FTP Voyager JV using an administrator account, logging out of Serv-U may not be recommended. Logging out will also log out the instance of the Management Console, requiring another login before returning to the Management Console from within the browser.

Local and remote navigation bar overview

The local and remote navigation bars are initially located at the top of each local and remote pane. In the navigation bar, you can change the current working directory in various ways. To change the current working directory, perform one of the following actions:

- Use a crumb button or the drop-down of a crumb button.
- Specify an absolute path for the file system.
- Select a previous path from the drop-down history list.

Local and remote navigation bar actions

In the navigation bar, you can perform various actions to navigate to a directory on the corresponding file system. The functionality of the navigation bar is detailed in the following section.



Crumb buttons (1 - 5)

Each crumb represents a directory. To change the working directory to the corresponding crumb, click the crumb. Clicking on the drop-down arrow of a crumb brings up a list of the sub-directories of that crumb location. Click one of these sub-directories to change the working directory.

The previous screen capture uses the sample path `C:\Downloads\RhinoSoft` to show how the tree breaks down the folder structure:

Desktop (1)| Computer (2) | C: (3) | Downloads (4) | RhinoSoft (5)

Absolute Path Mode (6)

Provides an option to change the navigation bar to an edit field. The edit field initially displays the current working directory as an absolute path. You can replace this string with a different absolute path that points to a valid directory on the file system. Press enter to set the working directory to the specified path.

History (7)

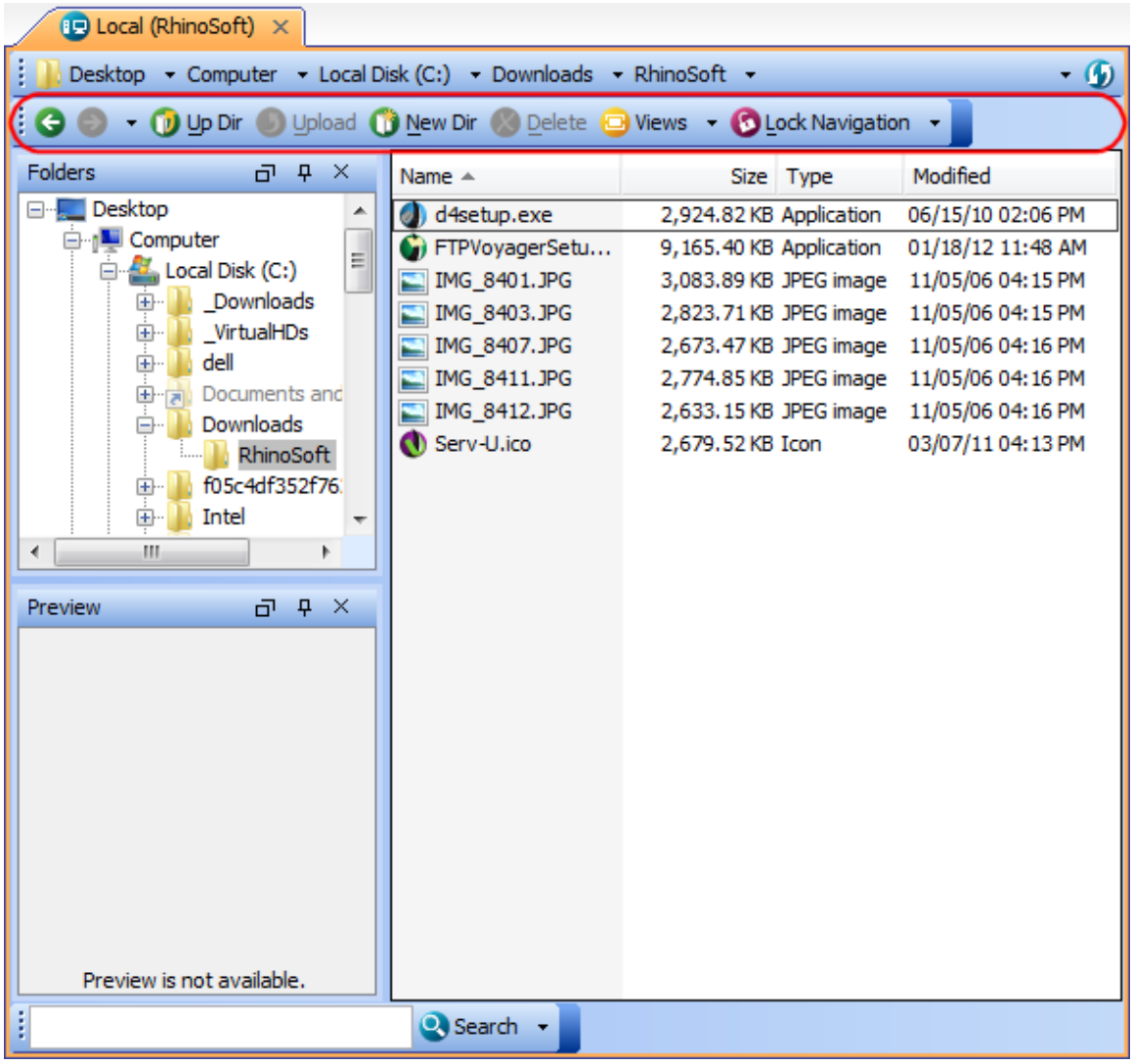
Displays a list of previous working directories. Select a path from this list to change the current working directory.

Refresh (8)

Retrieves an updated directory listing for the active pane.

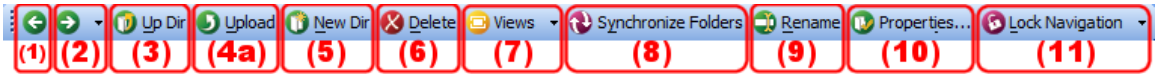
Local and remote toolbars overview

By using the local and remote toolbars, you can perform common actions for selected directories, files or both.



Local and remote toolbar actions

This topic lists all the actions that you can perform in the local and remote toolbars.



Back (1)

Navigates back one entry in the navigation history of the active pane.

Forward (2)

Navigates forward one entry in the navigation history of the active pane.
Note: The drop-down button shows a history of the directories browsed to by using the back and forward mechanism.

Up Directory (3)

Navigates to the parent directory of the current directory in the active pane.

Upload (4a)

Initiates a file transfer that copies the selected items to the file server. If more than one remote browser window is currently open, a window is displayed where you can choose the appropriate destination.
Note: Only a local pane toolbar can show the **Upload** button.

Download (4b)

Initiates a file transfer that copies the selected items to the local file system. If more than one local browser window is currently open, a window is displayed where you can choose the appropriate destination.
Note: Only a remote pane toolbar can show the **Download** button.

New Folder (5)

Creates a new directory under the current working directory.

Delete (6)

Permanently deletes the selected items in the active pane.

Views (7)

Provides a method to cycle through the various views available to the list pane.

Note: From here, you can quickly select the appropriate view for the list pane from the drop-down button. The available views for the list pane are the following:

- **Large Icons:** Displays the file names along with an appropriate large icon determined by the file type.
- **Small Icons:** Displays the same information as large icons, except using a smaller icon.
- **List:** Displays the same information as small icons, but scrolling horizontally to display additional files.
- **Details:** The traditional view used by Windows Explorer to display additional information about each file.
- **Thumbnails:** Displays the file names along with a preview of supported image types.

Synchronize Folders (8)

Opens the Synchronize Folders window, where you can view inconsistencies between two directories whose files should match.

Rename (9)

Allows file and folder names to be edited in the active pane.

Properties (10)

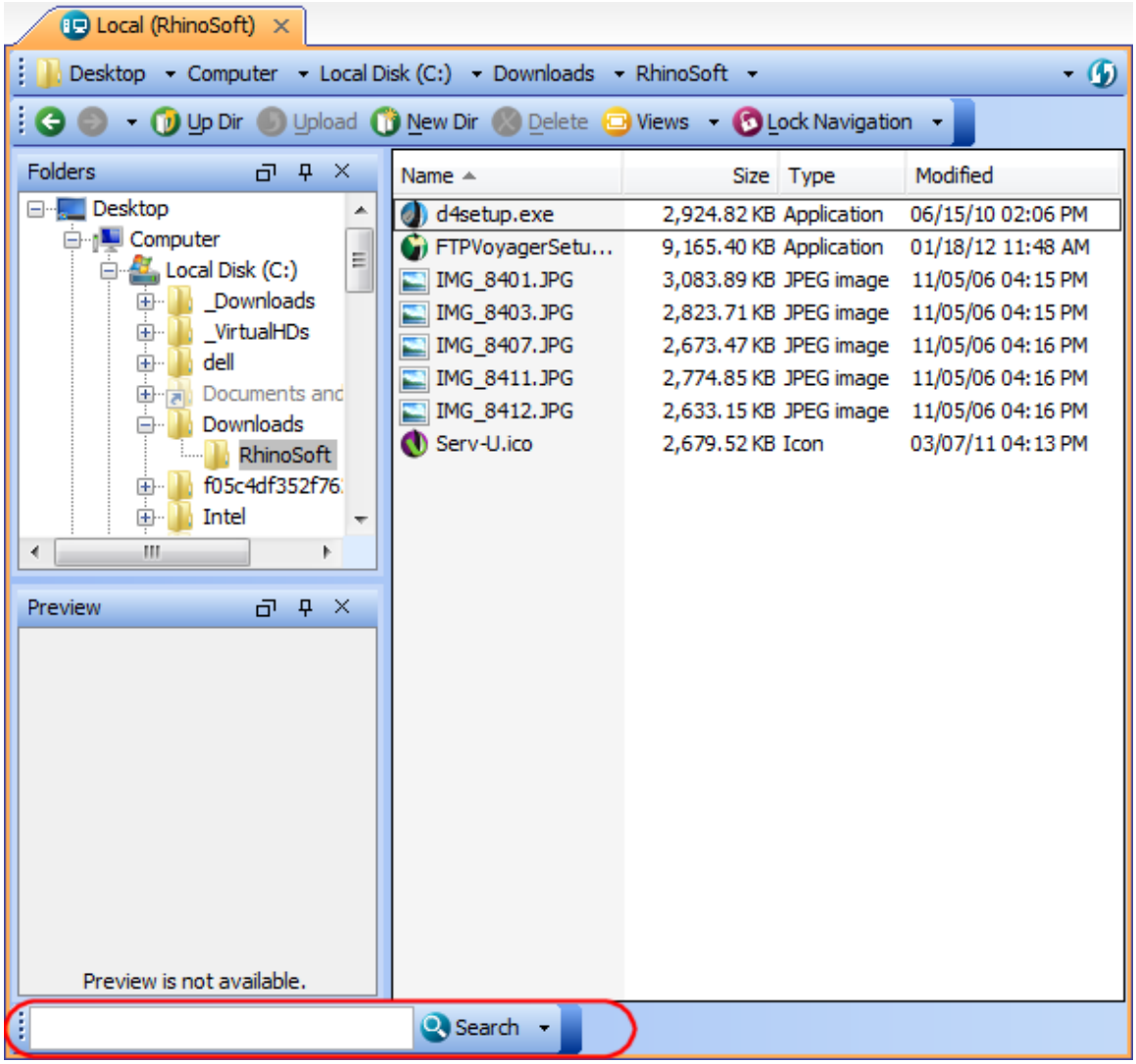
Opens a window that shows the properties of the selected items of the active pane.

Lock Navigation (11)

Locks the navigation of a source listing to a target listing. When navigation is locked, navigating through the directory of one of the listings automatically updates the other.

Local and remote search bar overview

By using the local and remote search bar, you can quickly find files and folders using wildcards such as the asterisk (*) and the question mark (?).



Local and remote search bar actions

This topic contains information about the options you can access in the search bar.

Search field

Use the search field to enter search criteria, including file and folder names. You can also use standard wildcards to search for files, populating the listing with all file names that match the search criteria. You can use the following wildcards:

*****

Any characters produce a match. For example, "*" or "*.*" results in all files and folders being returned in the listing.

?

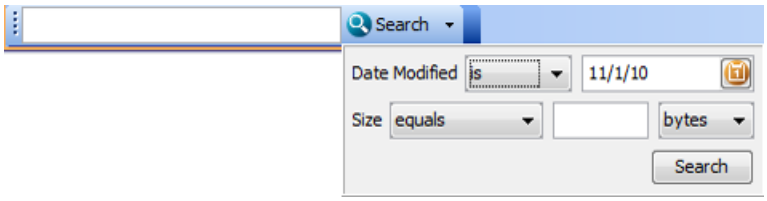
The question mark is a character mask, and it matches any individual character at the specified position. For example, `Betty.???` returns all files that start with "Betty." and end with a three character extension. As an additional example, `LogFile??2009.txt` returns all files that start with `LogFile`, contain two characters in the middle, and end in `2009.txt`, as might be the case with monthly log files.

Search button

The search button starts the search process. While the search query is processed, interaction with the GUI is still possible.

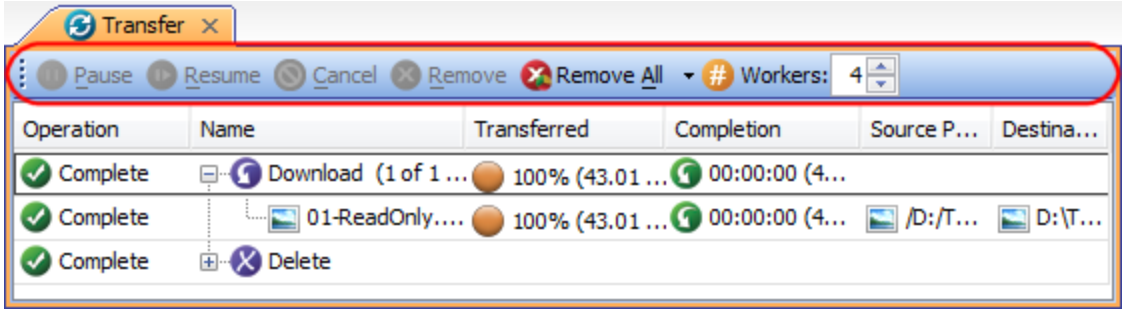
Search drop-down button

The search drop-down button provides more options to configure the search criteria. You can include specific date ranges and file sizes in the search algorithm.



Transfer toolbar overview

In the transfer toolbar, you can perform common actions for transfers that are occurring between the client and server. The transfer toolbar is initially located at the top of the transfer pane.



Transfer toolbar actions

This section contains information about the actions that you can perform in the transfer toolbar.



Show in Folder (1)

Launches the default file explorer of the operating system, and navigates to the download's target directory of the selected row.

Open File (2)

Launches the default program of the operating system for the download's target file of the selected row.

Stop After File Completes (3)

Instructs FTP Voyager JV to stop transferring additional files in the item's transfer queue when the file currently being transferred is complete.
Note: This option is only available when the transfer has more than one item to process.

Skip File (4)

Instructs FTP Voyager JV to cancel the transfer of the current file but to continue transferring any remaining files in the transfer queue of the item.
Note: This option is only available when the transfer has more than one item to process.

Pause (5)

Allows the user to pause a transfer. This stops FTP Voyager JV from sending or receiving any data for the particular transfer until it is resumed.

Resume (6)

Allows the user to resume a transfer. Resuming a transfer has many advantages. If you pause the transfer, or the connection is lost momentarily, you can resume the transfer. This allows FTP Voyager JV and Serv-U to pick up where they left off during the transfer. This saves time and resources because you are not forced to transfer the entire contents of the file again.

Start (7)

Starts an operation queue that has been stopped completely.

Restart/Relist (8)

Restarts a failed operation or re-lists a directory listing operation that has failed.

Cancel (9)

Immediately cancels the transfer. This action is only available when a transfer is in progress.

Remove (10)

Removes an entry from the transfer pane. This action is only available when the transfer is complete or has been canceled.
Note: By default, completed or canceled transfers are automatically removed from the transfer pane. To make this option available for manual

removal of transfer items, see the Help documentation about General preferences.

Remove All (11)

Selecting this option removes all entries from the transfer pane.
Note: By using the drop-down portion of this button, you can remove specific entries from the queue.

Workers (12)

By default, FTP Voyager JV transfers four files at a time. You can decrease this number for faster performance on slower systems, or increase this number on higher-performance systems.

Chapter 4: Dialogs

This topic contains information about the dialog boxes of FTP Voyager JV, and provides information about each menu item. The information is organized into the following sections:

- About: Program information
- About: Computer information
- General preferences
- Preferences: Confirmations
- Preferences: Transfer pane
- Preferences: Sounds
- Preferences: Toolbars
- Synchronize folders: Overview
- Synchronize folders: Results panes
- Results Pane - Toolbar
- Results pane: List
- Synchronize folders: Options pane
- Save login dialog
- Change password dialog
- Activate window dialog

About: Program information

The Program Information page contains useful information about FTP Voyager JV. The page is divided into the following sections:

- **Product Information:** Contains the version number and build date of FTP Voyager JV.
- **Contact Information:** Lists all parties involved in the distribution of the product.
- **Development Information:** Lists all parties involved in the development of the product.
- **Legal Information:** Contains information about the copyright law applicable to the product.

About: Computer information

The Computer Information page contains useful information about the configuration of the client machine. The page is divided into the following sections:

- **Operating System Information:** Displays information about the operating system of the client machine.
- **Java Runtime Information:** Displays information about the Java Runtime Environment that is installed on the client machine.

The Computer Information page also has a **Copy to clipboard** button that copies more in-depth details about the client operating system and Java Runtime Environment. This information is useful for technical support issues related to FTP Voyager JV.

General preferences

The General page has items that pertain to several features of FTP Voyager JV. These items are the following:

Automatically adjust timestamps for daylight saving time

Enabling this option causes FTP Voyager JV to automatically adjust file dates and times by one hour when daylight saving time is in effect.

Use custom date formatting

If selected, all timestamps are displayed with the syntax that is in the edit box. The syntax can be changed. The syntax and the formatting options are listed in the following section.

Letter	Date or time component	Presentation	Examples
G	Era designator	Text	AD
y	Year	Year	1996; 96
M	Month in year	Month	July; Jul; 07
w	Week in year	Number	27
W	Week in month	Number	2
D	Day in year	Number	189
d	Day in month	Number	10
F	Day of week in month	Number	2
E	Day in week	Text	Tuesday; Tue
a	a.m. and p.m. marker	Text	PM

Letter	Date or time component	Presentation	Examples
H	Hour in day (0-23)	Number	0
k	Hour in day (1-24)	Number	24
K	Hour in a.m. or p.m. (0-11)	Number	0
h	Hour in a.m. or p.m. (1-12)	Number	12
m	Minute in hour	Number	30
s	Second in minute	Number	55
S	Millisecond	Number	978
z	Time zone	General time zone	Pacific Standard Time; PST; GMT-08:00
Z	Time zone	RFC 822 time zone	-0800

Pattern letters are usually repeated, because their number determines the exact presentation.

- **Text:** For formatting, if the number of pattern letters is four or more, the full form is used. Otherwise, a short or abbreviated form is used if available. For parsing, both forms are accepted, independent of the number of pattern letters.
- **Number:** For formatting, the number of pattern letters is the minimum number of digits, and shorter numbers are zero-padded to this amount. For parsing, the number of pattern letters is ignored unless it is needed to separate two adjacent fields.

- **Year:** For formatting, if the number of pattern letters is two, the year is truncated to two digits. Otherwise, it is interpreted as a number.

  For parsing, if the number of pattern letters is more than two, the year is interpreted literally, regardless of the number of digits. So using the pattern "MM/dd/yyyy", "01/11/12" is parsed as Jan 11, 12 A.D.

- **Month:** If the number of pattern letters is three or more, the month is interpreted as text. Otherwise, it is interpreted as a number.
- **General time zone:** Time zones are interpreted as text if they have names. For time zones representing a GMT offset value, the following syntax is used:

```
GMTOffsetTimeZone:
               GMT SignHours : Minutes Sign: one of
               + -
       Hours: Digit DigitDigit Minutes: DigitDigit Digit: one of
               0 1 2 3 4 5 6 7 8 9
```

  `Hours` must be between 0 and 23, and `Minutes` must be between 00 and 59. The format is locale independent and digits must be taken from the Basic Latin block of the Unicode standard.

  For parsing, RFC 822 time zones are also accepted.

- **RFC 822 time zone:** For formatting, the RFC 822 4-digit time zone format is used:

  ```
  RFC822TimeZone: SignTwoDigitHoursMinutes TwoDigitHours: Digit Digit
  ```

  `TwoDigitHours` must be between 00 and 23. Other definitions are as for general time zones.

  For parsing, general time zones are also accepted.

Examples

The following examples show how date and time patterns are interpreted in the US locale. The given date and time are 2001-07-04 12:08:56 local time in the US

Pacific Time time zone.

Date and time pattern	Result
"yyyy.MM.dd G 'at' HH:mm:ss z"	2001.07.04 AD at 12:08:56 PDT
"EEE, MMM d, "yy"	Wed, Jul 4, '01
"h:mm a"	12:08 PM
"hh 'o''clock' a, zzzz"	12 o'clock PM, Pacific Daylight Time
"K:mm a, z"	0:08 PM, PDT
"yyyyy.MMMMM.dd GGG hh:mm aaa"	02001.July.04 AD 12:08 PM
"EEE, d MMM yyyy HH:mm:ss Z"	Wed, 4 Jul 2001 12:08:56 -0700
"yyMMddHHmmssZ"	010704120856-0700
"yyyy-MM-dd'T'HH:mm:ss.SSSZ"	2001-07-04T12:08:56.235-0700

Automatically adjust lock navigation root

If selected, FTP Voyager JV automatically moves the lock navigation root directory to the upper-most parent that matches both locked file system frames.

Automatically switch to thumbnail view for directories with mostly images

If selected, FTP Voyager JV automatically changes the view to Thumbnail, if the listing contains a large number of image files.

Expand search to include the targets of Windows Link (LNK) files

If selected, FTP Voyager JV includes link file targets in the search results.

Shade directories without listings

If selected, FTP Voyager JV shades the icons for directories that have not been listed. When a listing has been retrieved for the directory, the shade

effect is turned off.

Shade hidden files and folders

If selected, FTP Voyager JV shades the icons and text for files and folders that are hidden.

Show compressed files and folders in this color

If selected, FTP Voyager JV shows compressed files and folders with the specified color.

Show encrypted files and folders in this color

If selected, FTP Voyager JV shows encrypted files and folders with the specified color.
Note: File name colors are only available for remote file listings.

Preferences: Confirmations

By using the Confirmations page items, you can control the confirmation dialogs that are shown for the given operation. The following sections provides information about the configuration options.

Confirm Upload Overwrite and 'resume'

If selected, FTP Voyager JV asks for confirmation before attempting to overwrite a file when uploading. Otherwise, the corresponding action is carried out when this condition is encountered.

Confirm Download Overwrite and 'resume'

If selected, FTP Voyager JV asks for confirmation before attempting to overwrite a file when downloading. Otherwise, the corresponding action is carried out when this condition is encountered.

Confirm Upload Folder Merge

If selected, FTP Voyager JV asks for confirmation before attempting to merge a folder during an upload operation. Otherwise, the corresponding action is carried out when this condition is encountered.

Confirm Download Folder Merge

If selected, FTP Voyager JV asks for confirmation before attempting to merge a folder during a download operation. Otherwise, the corresponding action is carried out when this condition is encountered.

Confirm File Delete

If selected, FTP Voyager JV asks for confirmation before attempting to delete a file.

Confirm Folder Delete

If selected, FTP Voyager JV asks for confirmation before attempting to delete a folder.

Confirm Multiple Deletes

If selected, FTP Voyager JV asks for a single confirmation before attempting to delete a set of files and folders. When the confirmation is received, all files and folders of that particular batch are deleted without further notice.

Confirm Logout when Exiting Application

If selected, FTP Voyager JV asks whether or not it should log out of Serv-U when it is closed. If a logout is requested when closing FTP Voyager JV, it is not be possible to return to the Management Console or restart FTP Voyager JV without first logging in to Serv-U again. If this option is disabled, FTP Voyager JV automatically performs the last action given in response to the confirmation dialog. If this confirmation has never been asked, FTP Voyager JV does not log out of Serv-U when it is closed.

Confirm Folder Relists when Restarting Transfers

If selected, a notification appears when a folder is 'relisted' within the transfer queue. A 'relist' causes all nested files and folders of that directory to be refreshed within the transfer queue.

Preferences: Transfer pane

The transfer pane contains items where you can modify how the transfer queue looks and behaves.

Workers (1-10, 4)

By default, FTP Voyager JV will transfer four files at a time. However, you can decrease this number for faster performance on slower systems, or increase it on higher-performance systems.

Enable Row Colors

Enabling row colors will alternate coloring of rows in the transfer pane if you want even and odd rows to be identified. The colors can be selected as well.

Automatically resume transfers if the connection is lost

When enabled, the transfer pane attempts to resume the current transfers when the connection is momentarily lost.

Automatically expand new transfer groups

When enabled, transfer groups or operation groups expand by default to show a list of all files or folders being operated upon. This option can be disabled.

Automatically start new transfer items

By default, new transfers are started immediately. This can be disabled so that operations can be queued, then started on demand.

Automatically remove completed transfers

The transfer pane does not automatically clear completed items, so you can review transferred items before clearing the list. This can be set to automatically clear items that are successfully transferred. Failed transfers, or operations that encountered an error, are left in the list for review.

Preferences: Sounds

The Sounds page contains items where you can specify sounds to play when the corresponding event is triggered. The events for which you can specify sounds are the following:

Transfer Operation Succeeded

This field specifies the audio file to play when a transfer group has successfully transferred all items.
Note: If the field is empty, no sound file will be played.

Transfer Operation Failed

This field specifies the audio file to play when a transfer operation has encountered an error.
Note: If the field is empty, no sound file will be played.

Preferences: Toolbars

The Toolbar pages of the Preferences dialog show the available buttons that can be displayed on the corresponding toolbar. You can change the layout of the toolbar by reordering the list. Use the following buttons to reorder the list:

- Move to Top: Moves the button to the top of the list.
- Move Up: Moves the button up one position in the list.
- Move Down: Moves the button down one position in the list.
- Move to Bottom: Moves the button to the bottom of the list.

Select the **Enabled** check box to toggle the visibility of each button.

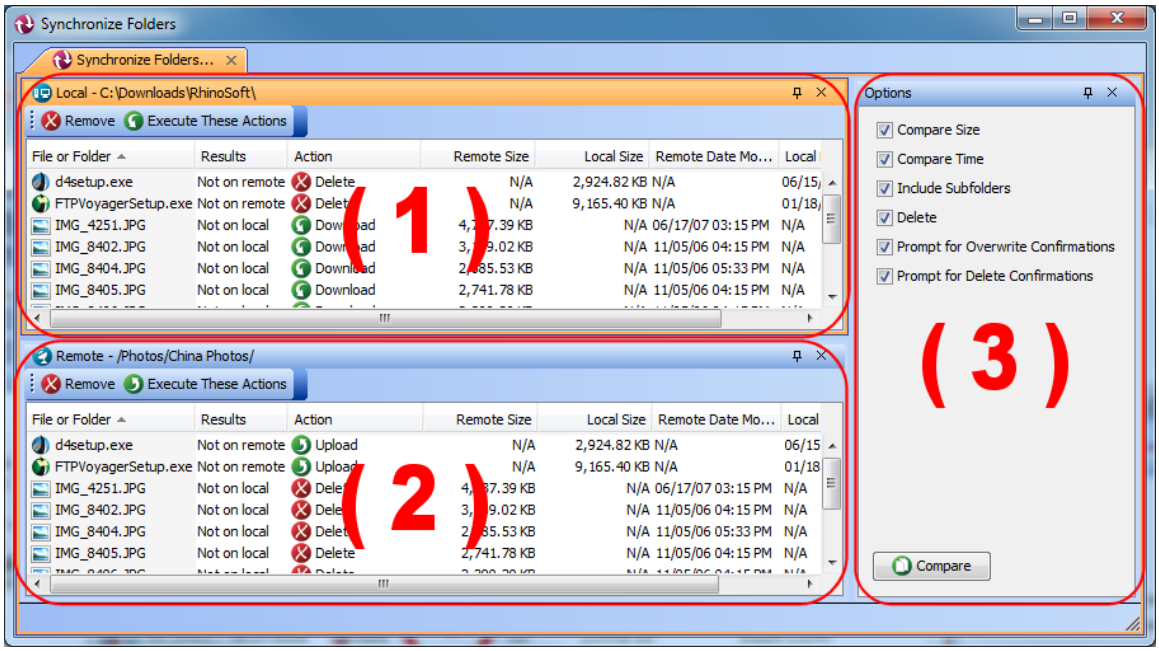
Synchronize folders: Overview

By using the Synchronize Folders feature, you can fully synchronize or "mirror" directories and files between the client and server, and the other way around. This is a powerful utility that helps maintain a master set of files and directories.

This feature is especially useful for updating web sites. By using this feature, you can add, remove, and update files with the push of one button.

It is initially laid out in the following order:

- (1) Local-Results Pane: The Local Frame shows the information of what needs to be replaced, in order to mirror what the Remote Frame has.
- (2) Remote-Results Pane: The Remote Frame shows the information of what needs to be replaced, in order to mirror what the Local Frame has.
- (3) Options Pane: Contains options to configure and execute the comparison and operations of the synchronization process.

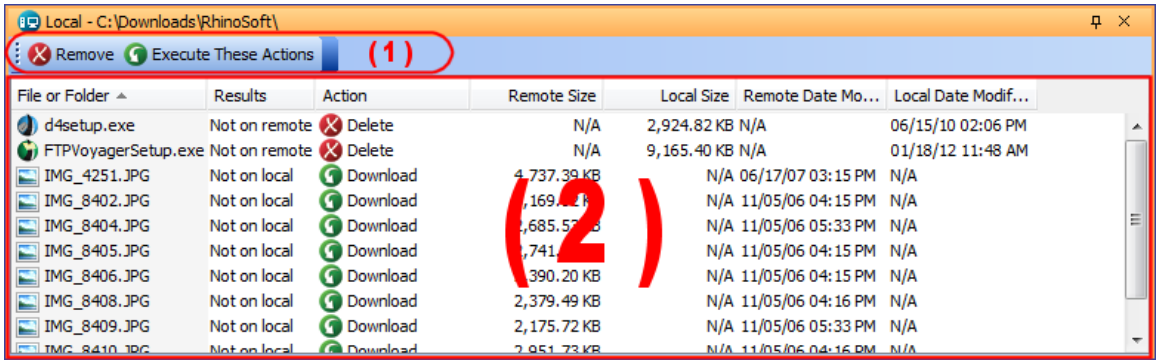


Synchronize folders: Results panes

The results panes show the files and directories that need to be updated in order for one file system to match the other. The local-result pane shows the files and folders that need to be updated in order to match the remote file system, and the remote-result pane shows the files and folders that need to be updated in order to match the local file system.

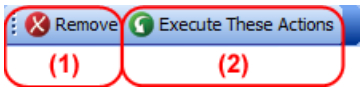
The initial layout of the results panes is the following:

- **Toolbar:** Contains buttons for common actions that you can perform.
- **List:** Shows the files and folders that need to be updated to match the opposite file system.



Results Pane - Toolbar

The results toolbar contains actions that you can perform for the particular result pane.



These actions are the following:

Remove

Removes the selected files and directories from the listing. This is useful if you want to exclude particular files and directories from the synchronization process.

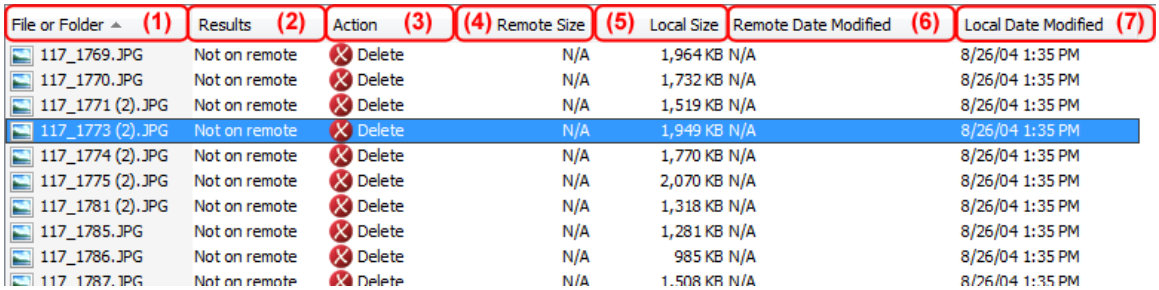
Execute These Actions (Download)

Execute These Actions (Upload)

Starts the synchronization process. The process takes each file and directory of the corresponding listing and performs the action associated for that item.

Results pane: List

The results list shows the files and directories that have to be updated in order to match the master copy of the root directories that are being compared.



The results pane contains the following columns:

- **File or Folder:** Shows the relative file name of the file or folder that will be updated. The relative file name is based on the root comparison directory that was specified.

  Note: The following conditions may arise when comparing directories:

  - $IMG_BTN_TRANSFER_DONE$: The comparison root directories are already synchronized. This means that the comparison routines could not find any files or folders that differ from the comparison options you specified.
  - ⚠: An error occurred during the comparison routines. There are numerous reasons why this operation could fail; contact your system administrator for more information about the failure code.

- **Results:** Displays the results of the comparison. The results are based on the following criteria:
  - Not on Local
  - Not on Remote
  - Older
  - Newer
- **Action:** Displays what action will be taken on the file, once the synchronization process is executed. The possible actions are the

following:

- Delete
- Upload
- Download

- **Local Size:** Displays the local files or folders size.
- **Remote Size:** Displays the remote files or folders size.
- **Local Date Modified:** Shows the time stamp of when the local file or folder was modified.
- **Remote Date Modified:** Shows the time stamp of when the remote file or folder was modified.

Note: Columns (4), (5), (6), and (7) can be initially swapped depending on which result pane you are viewing. For example, for the remote-result pane, initially column (4) is remote size, column (5) is local size, column (6) is remote date modified, and column (7) is local date modified.

Synchronize folders: Options pane

The options pane has different settings that you can adjust to produce different comparison results and adjust certain synchronization operations.

The available options are the following:

- **Compare Size:** Adds any files or folders to the comparison list that differ in size .
- **Compare Time:** Adds any files or folders to the comparison list where the Date Modified timestamps differ.
- **Include Subfolders:** Adds any nested folders or any files of nested folders to the comparison list that match the above criteria .
- **Delete:** Adds any files or folders that require a deletion in order to match the opposite root directory.

- **Prompt for Overwrite Confirmations:** Shows a prompt for any overwrites that may occur during the synchronization process.
- **Prompt for Delete Confirmations:** Shows a prompt for any deletions that may occur during the synchronization process.
- **Compare:** Manually refreshes the comparison listing.

  Note: Changing an option activates an automatic refresh of the comparison listing.

Save login dialog

By using the save login feature, you can save a file on the client machine that directly connects to the server when it is opened. This eliminates the need to log in to the server through a web browser in order to launch FTP Voyager JV.

Provide the following information:

- **Server:** The server that you want to connect to.
- **Port:** The "public" port that the server is listening on.
  Note: The "public" port can be different from the port that the server is listening on. For example, a router can map the public port of 8080 to the private port of 80 that the server is listening on.
- **Language:** The language to use when logging in to the server.
- **Secure:** Specifies if the connection used is secure; HTTP or HTTPS protocols.
  Note: When toggling this flag, verify that the port is correct. Otherwise, you may encounter a connection error when attempting to log in.
- **User:** The user ID to use when attempting to log in to the server.
- **Password (Optional):** The password to use for the user ID that is specified above.
  Note: If this field is empty, you will be prompted for a password before entering FTP Voyager JV.
- **Verify Password:** This field verifies whether your password is correct.

- **Destination Path:** The absolute file name for the launch file.
  Note: The file name extension must "jnlp". This is a requirement for the Java Runtime Environment to properly open the file.
- **Browse:** Clicking this button opens a window where you can specify a local folder where the launch file will be created.
- **Create:** When clicked, a "JNLP" file is created at the destination path with the file name that you specified.
  Note: The file name extension must be "jnlp". This is a requirement for the Java Runtime Environment to properly open the file.
- **Cancel:** Cancels and closes the window.

Change password dialog

The file server administrator can configure whether or not users are allowed to change their own passwords. If your administrator allows it, the password can be changed from within FTP Voyager JV. Change passwords frequently to maintain security for the server. The administrator can also place certain requirements on the content of passwords. In case of trouble changing your password, contact the Serv-U administrator.

To change your password:

1. In the **File** menu, click **Change password**. If this entry is unavailable, then your administrator does not allow password changes by users.
2. Enter your old password.
3. Enter your new password.
4. Enter your new password again to ensure accuracy.
5. Click **OK** to complete the password change.

If the password change is not successful, a detailed error message is shown to explain why the new password does not meet the administrator's security requirements.

Activate window dialog

The Activate window dialog has a list of all the panes that are available to FTP Voyager JV. It includes all local and remote panes and the transfer pane. Select the frame to activate, and then click **OK**. This frame is moved to the front of the main window of FTP Voyager JV and becomes the active pane.

Chapter 5: Additional information

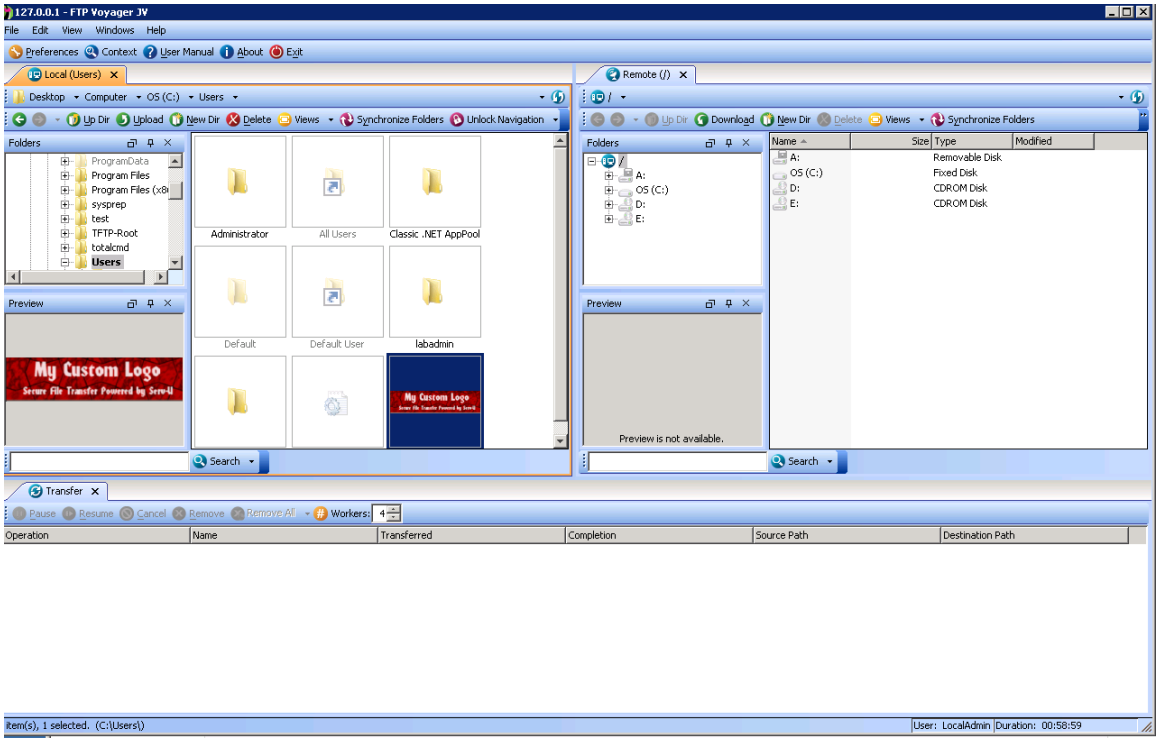
This topic provides additional information about the options and functions available in FTP Voyager JV. The information is organized into the following sections:

- Active pane overview
- Docking framework overview
- Navigating directories
- Managing directories and files
- Transferring files
- Managing transfers
- Searching for files or folders
- Frequently Asked Questions

Active pane overview

The active pane is identified by having a different color surrounding it. It receives all menu and keyboard input.

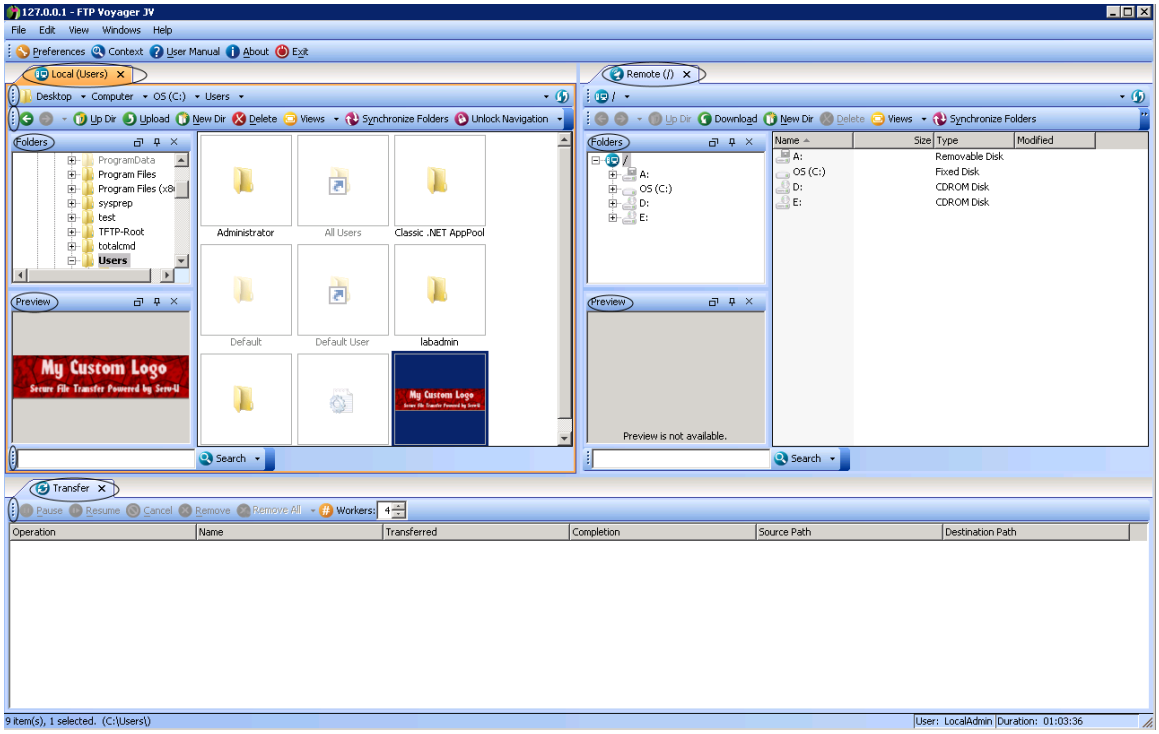
In the following screen capture, the local-list pane is the active pane.



Docking framework overview

The docking framework provides the flexibility to change the entire look and feel of the application. With all this customization, the application can be tailored to meet your needs. This helps create a familiar layout that is easy to understand and intuitive to each user. The docking framework also grants access to view other parts of the same file system by using multiple frames. The frames can be laid out in a tabbed interface, floated, docked, or auto-hidden. The skin of the application can also be changed. This can be done by selecting a different style under the main menu.

The following screen capture displays the areas that can be dragged to change the layout of the frame.



Navigating directories

In FTP Voyager JV, you can navigate the local and remote file systems in multiple different ways to find the files and directories to transfer. The following is the list of the most common directory navigation methods.

Mouse and keyboard navigation

The current directory can be changed using the mouse or keyboard. Use one of the following methods:

From the list pane:

- Use the keyboard to select the folder you want, and then press enter.
- Click to select the folder, and then press enter.

- Double-click the folder you want.
- Right-click the folder you want, and then click **Open**.

From the tree pane:

- Use the keyboard to select the folder you want.
- Click to select the folder you want.
- Right-click the folder you want. **Note:** This automatically opens the selected folder.

Navigation bar

The navigation bar has many methods of opening a directory. Use one of the following methods:

- Click on a crumb button.
- Click on the drop-down next to each crumb button to display the contents of that particular directory. Then select a folder from the drop-down.
- Click between the crumb buttons and the history button to enter into absolute path mode. Then type a full path into the edit field, and then press enter.
- Click on the history button to show a drop-down of previous working directories, and then select one of them from the list.

Navigation history

Both the local and remote panes have an independent navigation history that makes moving back and forth between multiple locations quick and easy. There are two toolbar buttons available for the navigation history that provide sequential access to previously browsed locations:

- Click **Back** to change the current directory of the active pane to the previous location in the navigation history.

- Click **Forward** to change the current directory of the active pane to the next location in the navigation history.

Both buttons contain an arrow on the right side that displays a list of all previously visited directories when clicked to allow direct navigation to a specific directory. If there are no previous or next locations in the navigation history, the appropriate button is disabled.

Up Directory

Click **Up Dir** on the toolbar to change the current directory of the active pane to the immediate parent directory. If the parent directory is not accessible, this option is disabled.

Managing directories and files

Directories are folders that can be used to store files and other folders. Creating a directory makes it possible to store similar files in one place, while deleting a directory removes it from the file system along with all of its contents. Directories can also be renamed when necessary. The following sections contain information about the directory and file management activities you can perform in FTP Voyager JV.

Creating directories

To create new directories, click **New Dir** in the toolbar of the appropriate pane. An option for creating directories is also accessible from the **File** menu or the right-click menu.

When you create a new folder in the local pane, a new entry is added to the directory listing immediately. A default name is provided, which you can edit by typing the new name and pressing enter, or clicking outside the edit box.

Creating a new folder in the remote pane brings up a new dialog where the folder name you want can be entered. After providing the name for the new folder, click **OK** or press enter to create it on the remote file system.

Deleting directories or files

You can delete multiple files and directories at once by first selecting the items to delete using the keyboard or mouse. After selecting the items you want to delete, click **Delete** in the appropriate toolbar, **File** menu, or right-click menu. You can also use the **Delete** key on the keyboard.

Depending on your general preferences, a confirmation prompt may be displayed. Use caution when deleting items as this action cannot be undone.

Renaming directories or files

To rename a file or directory, first select the item you want to rename using the keyboard or mouse. Then click **Rename** from the right-click menu, **File** menu, or by pressing `F2` on your keyboard. The name of the selected item then becomes an edit box. Once the new name is entered, press enter, or click outside the edit field to complete the rename operation. Press `Escape` to cancel a rename operation.

Refreshing a directory listing

If the contents of the current local or remote working directory are changed from outside FTP Voyager JV, it is necessary to manually refresh the directory listing to see the changes. Refresh the directory listing by clicking **Refresh** on the appropriate toolbar, from the **View** or right-click menus, or by pressing `F5`.

Viewing detailed information about directories or files

Detailed information about directories and files can be accessed through FTP Voyager JV. For detailed information about the selected items, click **Properties** from the **File** or right-click menus, or press `Alt+Enter` on your keyboard.

Copying or moving directories and files

Files and directories can be copied to other locations on the same file system. Select the directories and files to copy or move. Then click and drag the selected files into the list pane or tree pane of the same file system. Release the mouse button over the target directory to complete the operation. **Note:** Left-click drag

initiates a copy operation. Right-click drag displays pop-up menu options after releasing the mouse button.

Transferring files

FTP Voyager JV can simultaneously download and upload files to and from a Serv-U File Server. Transfers are performed in the background, so you can continue interacting with the interface while transfers are in progress.

There are numerous ways to initiate a transfer between the client and server. Some of the methods are the following:

Downloading files and directories

To download files from the server:

- (1) Select the files or directories to transfer from the server to the client. You can do this by performing one of the following steps:
  - Highlighting the files or directories from a remote list pane.
  - Highlighting a directory from a remote tree pane.
- (2) Initiate the transfer:
  - Click and drag the files or directories to a local list pane or a local tree pane, and then drop them into a destination directory. The destination directory is identified by a highlight when the mouse hovers over it.
  - Click **Download** to transfer the files to a local list pane working directory.

Uploading files and directories

To upload files from the client to the server:

- (1) Select the files or directories to transfer from the client to server. You can do this by performing one of the following steps:

    - Highlighting the files or directories from a local list pane.
    - Highlighting a directory from a local tree pane.
- (2) Initiate the transfer:
    - Click and drag the files or directories to a remote list pane or a remote tree pane, and then drop them into a destination directory. The destination directory is identified by a highlight when the mouse hovers over it.
    - Click **Upload** to transfer the files to a remote list pane working directory.

Drag and drop variations

The following are different variations of drag and drop:

- **Left-clicking and dragging:** Copies the source files and directories to the target directory.
- **Right-clicking and dragging:** When the source files are dropped into a destination directory, a pop-up menu appears with the following two options:

    - **Move Files:** Moves the source files and directories to the target directory. This is done by copying the source files to the destination, then deleting them from the source location.
    - **Copy Files:** Copies the source files and directories to the target directory.

Managing transfers

After a transfer has been initiated, it is placed in the transfer pane where you can view detailed information about the status of the transfer. You can perform the following actions while the transfer is in progress:

Stop After File Completes

Selecting this option instructs FTP Voyager JV to stop transferring additional files in the item's transfer queue once the file currently being transferred is complete.

Note: This option is only available if the transfer has more than one item to process.

Skip File

The skip file command instructs FTP Voyager JV to abort the transfer of the current file but to continue transferring any remaining files in the item's transfer queue.

Note: This option is only available if the transfer has more than one item to process.

Pause

Allows the user to pause a transfer. This stops FTP Voyager JV from sending or receiving any data for this particular transfer until it is resumed.

Resume

Allows the user to resume a transfer. Resuming a transfer has many advantages. If the transfer was paused, or the connection was lost momentarily, the user can resume the transfer. This allows FTP Voyager JV and Serv-U to pick up where they left off during the transfer. This saves time and resources because the user is not forced to transfer the entire contents of the file again.

Cancel

The cancel action immediately stops the transfer. This action is only available when a transfer is in progress.

Remove

Selecting this option removes the entry from the transfer pane. This action is only available when the transfer is complete or when it has been canceled.

Note: By default, completed or canceled transfers are automatically removed from the transfer pane. For more information about making this option available for manual removal of transfer items, see General preferences.

Searching for files or folders

You can search for files and folders in the current working directory by using either of the following methods:

Type-ahead

You can use the type-ahead feature within trees and listings. By having focus in a tree and listing, and then typing the name of the file or folder you are looking for, the row selection changes to each file that matches the character sequence you entered. This is useful so you can quickly locate the file you are looking for without having to scroll through the listing.

Search bar

By using the search bar, you can search for a particular file or folder within the entire file system. It provides a powerful mechanism for searching for files based on name, size, and the modification time stamp of a file.

For more information about searching, see Local and remote search bar overview.

Frequently Asked Questions

Why does a welcome message appear after I log in with my web browser?

User accounts in Serv-U can be configured to receive welcome messages. If your user account is set up with one, it is received after successfully logging on to the file server.

Why do I need the Java Runtime installed to use FTP Voyager JV?

FTP Voyager JV was written in the Java programming language. Because Java is an interpreted language, the Java Runtime is necessary for it to run. The latest version of the JRE is available on the Java website.

Why do I have to accept a certificate in order to run FTP Voyager JV?

FTP Voyager JV needs full access to the local file system in order to upload and download files to Serv-U. Java applications that request these permissions must be digitally signed with a certificate. FTP Voyager JV is signed using Rhino Software, Inc.'s developer certificate provided by a certification authority. This guarantees that FTP Voyager JV is a genuine product of Rhino Software, Inc. and it is safe to allow it to access your system for the purpose of transferring data with Serv-U.

Is there a way to automatically launch FTP Voyager JV after I log in?

Yes. Please contact the Serv-U administrator and ask them to set up your account with FTP Voyager JV as the default web client.

Is there a way I can go back to selecting which web client I would like to use after I login?

Yes. Contact the Serv-U administrator and ask them to set up your account to prompt for a web client instead of using a default web client.

Why does the remote directory listing fail?

There could be various reasons why FTP Voyager JV cannot perform a remote directory listing. Some possible reasons are the following:

- The Serv-U File Server is not running.
- The Serv-U File Server is not online.
- The session between FTP Voyager JV and the Serv-U File Server may have been disconnected.
- The user account may not have permission to view the remote directory.

Try closing FTP Voyager JV and logging in to Serv-U again. If remote directory listings still fail, contact your Serv-U administrator to confirm your permissions to the directory in question.

Why can't I create a directory, rename a directory, delete a directory, upload files, or download files?

The Serv-U administrator can assign specific privileges to each user. The scope of operations for any particular user account is limited by these privileges. If errors are displayed when you try to perform one of the operations listed previously, the dialog should indicate that the user account logged in does not have the corresponding privilege to perform that action. If this is in error, please contact your Serv-U administrator.

Why does the browser fail to communicate with Serv-U when I log out of FTP Voyager JV?

FTP Voyager JV and the browser it was launched from share the same session ID that Serv-U uses to communicate to the corresponding client. Therefore, after logging out of FTP Voyager JV, the browser it was launched from no longer has a valid connection to Serv-U. It is necessary to log in again through the browser to establish a new connection to Serv-U.

Why can't I log out of Serv-U?

FTP Voyager JV can log out of Serv-U. There is an option in the **Preferences** dialog under the General tab that allows automatic logout from Serv-U when FTP Voyager JV closes.

If I have multiple browsers on my computer, can I use both to launch FTP Voyager JV?

Yes. Both browsers can be used to simultaneously launch FTP Voyager JV. However, use caution: because the Java Runtime only uses the proxy settings of the default browser, FTP Voyager JV may use the wrong proxy settings. For example, if your default browser is Internet Explorer, which is set up to use a proxy server, then FTP Voyager JV also uses these proxy settings even if it was launched by Mozilla Firefox.